GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:590
ANSWERED ON:16.08.2007
IT AUDIT OF RAILWAY RESERVATION SYSTEM
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Will the Minister of RAILWAYS be pleased to state:

(a) whether an information technology (IT) audit of the Indian Railways computerized passenger reservation system has revealed some serious deficiencies causing wasteful expenditure and inconvenience to the passengers;

(b) if so, the details thereof; and

(c) the remedial measures taken/proposed to be taken in this regard ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a) & (b): Information Technology Audit of Indian Railways Computerised Passenger Reservation System has revealed few design deficiencies and certain areas of concern related to system based and manual controls.

(c): Centre for Railway Information System (CRIS), IT arm of the Indian Railways, has initiated necessary corrective measures. Further fine tuning of software of such a vast scale IT enabled system is an on-going process. As and when any software bug or deficiency is noticed, the same is rectified appropriately on priority.